NEWSLETTER

Sussex
Digital
In-Reach
Team

Supporting Care Providers in Sussex

Welcome to The Sussex Digital Team Newsletter. We hope you find the information here helpful as you explore and grow your digital journey within your care setting. QR codes and website links are available in this newsletter to enable you to access more information.

OVER 76% OF CARE PROVIDERS HAVE DSPT IN PLACE

An article from The Digital Care Hub has announced that a fantastic 21,780 care providers have completed their DSPT!! That is a real achievement.....

We're delighted to announce that, as of 30 June deadline, just over 76% of care providers across England have the Data Security and Protection Toolkit (DSPT) in place – a brilliant milestone that shows real commitment to data protection across the adult social care sector.

In total, 21,780 providers are now DSPT-compliant, including 12,598 care homes and 9,182 non-care home services such as homecare, supported living, and extra care housing.

We want to say a huge congratulations to all care providers who completed the toolkit, and a sincere thank you to our Local Support Organisations, whose support and encouragement helped thousands of services reach this milestone.

Care sector making great progress on data protection
This year's figures show strong progress across the sector:

- 86% of care homes in England are now DSPT-compliant.
- 65% of non-care home services – including home care and supported living – are also DSPT-compliant.

These numbers reflect the growing awareness and commitment across the sector to keep people's confidential information safe and to build trust in how data is used and shared. Providers who complete the DSPT are not only meeting legal and contractual requirements but are also improving their cyber resilience and readiness for greater integration with NHS systems.

Click to **read more:**

ARE YOU IN ANY OF THESE STATISTICS?

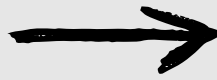| **Brighton and Hove**:	**East Sussex**	**West Sussex**
77.33% or 116 of 150 providers	78.66% or 306 of 389	78.76% or 445 of 565 providers
Care homes 80% compliance or 68 of 85	Care homes 87.19% or 245 of 281	Care homes 90.24 or 305 of 338
Non care homes 73.85% or 48 of 65 providers	Non care homes- 56.48% or 61 of 108	Non care homes 61.67% of 140 of 227 providers

JOIN THE MAJORITY NOW....

Here at The Sussex Digital In-Reach Team we can support you with your Data Security Protection Toolkit.

DSPT or Data Security and Protect Toolkit is an annual online self-assessment of your organisations data and cyber security arrangements.

It demonstrates compliance with 10 data security standards and the Data Protection Law but completing your DSPT does a lot more than that.

It is your gateway to the future.

Book a Free Support Call/Visit or Free Cyber Security Training for your staff, at a time to suit you. Click on the picture to open the DSPT 1:1 calendar.

The DSPT opens up opportunities for your service to:

- Share information digitally across health and care networks
- Be part of projects that allow care services to directly access NHS patient information systems, for example, GP records and shared care records
- Save you and your staff time and therefore improve the quality of care for the people you support.

Central and local government bodies, local authority, ICB's (Integrated Care Boards), the Care Quality Commission and the National Data Guardian recognise The Toolkit as the official tool to evaluate care providers' compliance with legal requirements, Data Security Standards and good practice.

DATA (USE AND ACCESS) ACT 2025: BRIEFING FOR ADULT SOCIAL CARE PROVIDERS

The Data (Use and Access) Act 2025 became law on 19 June 2025, following Royal Assent. This legislation introduces wide-ranging reforms to improve how data is accessed, shared, and protected across public and private services in the UK. It has particular relevance to the adult social care sector due to its emphasis on information standards, data protection, and improved data sharing between organisations.

While not all parts of the Act apply directly to adult social care, the Act includes several important provisions that will affect how providers manage digital care records, interact with NHS systems, and meet legal duties relating to data protection and cyber security.

Data (Use and Access) Act 2025: what care providers need to consider

The Data (Use and Access) Act 2025 became law in June, introducing wide-ranging reforms to how personal data is used and protected across the UK. The Act affects all organisations that process personal data—including adult social care providers.

To help care services understand what's changing, **Digital Care Hub** has published a dedicated briefing explaining how the Act applies to adult social care and what providers can do to prepare.

We are in the process of designing a training session to help providers understand the law better. We expect it to be available sometime in September.

You can read the full legislation here:
https://www.legislation.gov.uk/ukpga/2025/18/enacted

FREE EVENTS THIS MONTH

Don't forget to book onto our FREE online events this month. Use the QR codes to go straight to each booking page.

eventbrite

Tuesday, 5 August
Practical IT Skills Workshop - IT Systems and Devices

A hands-on workshop exploring essential IT skills for cyber and data security to safeguard your digital world.

Wednesday, 6 August
Record of Processing Activities (ROPA) and Information Asset Register (IAR)

Join us if you want to learn more about your legal obligations as a care provider under The General Data Protection (GDPR)

Tuesday, August 12
Securing the Supply Chain to Safeguard Care

Essential guidance on managing supply chain cyber risks for social care providers.

Wednesday, 13 August
Business Continuity Plan - cyber attack survival guide

Your go-to guide for navigating and surviving cyber attacks in the care sector

Book Now!

LIVE WEBINAR

Book Now!

IMPORTANT INFORMATION FOR CARE WORKERS

SUPPORTING TELECARE USERS DURING THE DIGITAL PHONE SWITCHOVER

What is happening?
· Landlines in the UK are changing. This is called the digital phone switchover.

Why does this matter?
· Some people use telecare devices, like personal alarm pendants that alert call centres or carers in an emergency. These devices work through the phone line and might stop working properly after the phone line changes, unless the person you care for (or someone on their behalf) takes action.

· People who use telecare should call their landline provider as soon as possible to tell their provider that they use telecare.

What does telecare look like?

You might see the person you care for wearing a pendant alarm:

· Given the importance of these alarms in an emergency, we want to make sure people with telecare alarms (and their friends and family) know what to do to keep these important alarms working properly.

· On 2nd June 2025, a national awareness campaign will launch (broadcasted through various channels, including TV, newspapers, radio and social media) to raise awareness of the digital switchover and so you might be asked questions about the switchover by the people you care for., or technical support – which could leave your devices and data at risk. This quick guide explains what you it means and what you need to do.

What do I need to do?
If someone you care for has a telecare device, here's how you can help:
· Encourage telecare users and/or their friends/families to act.

· People who use telecare alarms must call their landline provider. They should tell their landline provider that they use telecare. This is essential as the landline provider will then help make sure their alarm keeps working through the switchover. If they do not know who their landline provider is, this information will be available on their landline bill.

· If the person you care for is not able to take these steps themselves, they may need help from friends, family, carers or other staff.

Where can I get help?

The following websites will help you and the person you care for know what to do:

· Telecare Devices – Digital Phone Switchover
· Moving landlines to digital technologies - GOV.UK
· Check your personal alarm will work after the landline switch off - Citizens Advice
· Digital phone switchover – techUK
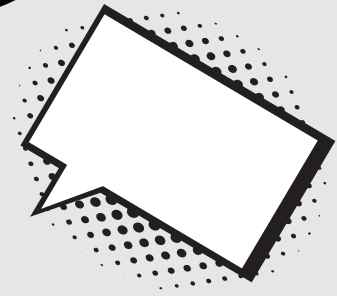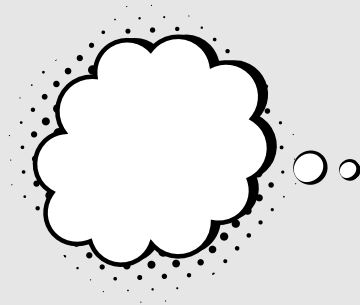· Public Switch Telephone Network (PSTN) - GOV.UK

FAQ'S

How will contacting the landline provider help?
The landline provider will update their records so that they know that this person has a telecare device. This means they will take extra steps to help make sure the telecare device continues to work during the switchover.

Are all kinds of telecare alarms impacted by the switchover?
There are lots of different types of telecare alarms. Analogue telecare devices rely on the old analogue lines but regardless of the type of alarm, the telecare user should call the landline provider, even if they think their device is already digital.

I work in a community/sheltered housing setting with telecare devices, what do I need to do?
Some telecare alarms are built into the building while others are individual plug-in devices which may run through the individual's landline. Either way, the advice is the same. The landline provider should be contacted. If the telecare device is built into the building, telecare users (or someone on their behalf) may also want to talk to the person or service who runs their building.

I'm not very good with technology and I don't know about telecare, is that a problem?
No, you do not need to fix anything or check equipment. The most important thing is to encourage those you care for (or their friends/family) to call the landline provider if you think they use a telecare alarm.

BE AWARE OF SCAMS

Some criminals have used the switchover as an opportunity to scam, for example tricking people into providing their personal information, passwords or bank details. If you think someone has been a victim of a scam or fraud relating to telecare, report this as a safeguarding concern and advise them to contact their bank and also Action Fraud by calling 0300 123 2040.

More information is available here: **Telecare Devices –Digital Phone Switchover and Digital phone switchover and scams risks | Local Government Association**

Further questions?
If you have further questions or need more information about telecare and the digital switchover, please visit:
https://www.digitalcarehub.co.uk/social-care-technology/the-digital-switchover-from-analogue-to-digital/
Together, we can ensure that everyone stays safe and connected during the switchover.

OTHER UPCOMING EVENTS....

Digital Care Hub

Practical DSPT: IT Systems & Devices

Tuesday 9th September 2025

Join us for a practical webinar designed to help care providers strengthen their Data Security and Protection Toolkit (DSPT) policies & processes. This session will explore IT Systems & Devices.

THE SOUTH EAST CYBER RESILIENCE CENTRE

South East Cyber Resilience Centre

Throughout August

Every month, we hold online workshops for our members so they can speak directly with the team.

Ask technical questions, learn more about the services, or just discuss business challenges you face.

Book onto a session, receive the invite, and join us on the day!

Brighton & Hove Partners in Care / East Sussex Partners in Care

Supported Living Themed Webinar

Wednesday 24th September

The second in our themed webinar for supported living, extra care, and shared lives providers.
These webinars offer opportunities for providers to come together and hear from guest presenters and the latest service updates.
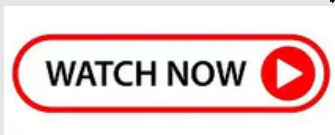
skillsforcare

Evidencing CQC safe and effective staffing through workforce planning

13th August Online event

A targeted seminar for CQC-regulated services, designed to support workforce planning and help meet key areas of CQC assessment focus effectively.

YOU TUBE

DATA SECURITY IN SOCIAL CARE – HOW AND WHY

WATCH NOW ▶

Data security in social care is a legal requirement — and a practical necessity. Whether you're handling care records, staff data, or digital systems, you need to know how to manage information securely and responsibly.
This one-hour, practical workshop will help you understand the core legal and regulatory duties around data protection. You'll learn how this connects to CQC Regulation 17 (Good Governance) and the "Well-led" quality statement in the Single Assessment Framework.
We'll also touch on how data breaches can affect your "Safe" rating, and where business continuity planning fits in — though that's explored more fully in a separate session.

PLEASE SUBSCRIBE TO OUR CHANNEL TO ENSURE YOU NEVER MISS ANY UPLOADS!!

**Sussex Care Showcase
10th September 2025
Brighton Race Course**

Why You Should Attend

- Hear the latest on workforce development
- Keep up to date with changing legislation
- Find out what you need to do to meet the changing Social Care Agenda
- Find out how to make the most of funding for training
- Explore strategies to ensure your care services are rated as the best quality
- Gain practical business advice for the future
- Find out how to work towards best outcomes for service users
- Develop your CPD Portfolio.

Find out what you need to do to meet the changing Social Care Agenda

- Business Advice
- Legislation Updates
- Training & Development
- Funding Opportunities

With Access to

- Guidance
- Free Training
- Networking

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www.sussexdigitalteam.co.uk

FACEBOOK

Did you know that we have our very own Facebook page?

We post daily our FREE event links, relevant news and other exciting media.
Follow our page using this QR code to keep up to date.

Almost at **200** FOLLOWERS!
Supporting care providers in Sussex
www.sussexdigitalteam.co.uk   support@sussexdigitalteam.co.uk